



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Frontier Communications - Midland, Inc.**  
**for quarter ending December 31, 2009**

<b>Performance Data</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Quarterly Average</b>
<b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>	2.20	2.10	2.80	2.37
<b>B. Operator Answer Time - Information [730.510(a)(1)]</b>	8.13	7.12	8.18	7.81
<b>C. Repair Office Answer Time [730.510(b)(1)]</b>	11.00	12.00	10.00	11.00
<b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>	11.00	24.00	15.00	16.67
<b>E. Percent of Service Installations [730.540(a)]</b>	98.99%	93.27%	97.08%	96.45%
<b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b>	94.83% *	81.82% *	100.00%	92.22% *
<b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>	2.00	1.80	2.60	2.13
<b>H. Percent Repeat Trouble Reports [730.545(c)]</b>	6.00%	12.00%	4.00%	6.97%
<b>I. Percent of Installation Trouble Reports [730.545(f)]</b>	9.09%	3.85%	2.92%	5.29%
<b>J. Missed Repair Appointments [730.545(h)]</b>	7	18	8	11
<b>K. Missed Installation Appointments [730.540(d)]</b>	1	7	4	4

**Comments**



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